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August 8, 2007

Mr. Kevin J. Martin
Chairman
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

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Federal Communications Commission
Office of the Secretary

Dear Chairman Martin:

I was sorry to read that you are "pleased" with anything to do with the XM/Sirrius satellite radio merger. My experience with XM is that they are totally incompetent when it comes to customer service and I can only imagine that situation will worsen when it becomes one larger and even more confused company.

They neither answer customer inquiries nor fix customer problems and that includes the customer service level as well as senior management. As a former business manager I believe there is no excuse for either treatment of customers. I am enclosing examples of my communications to XM to which I have never received a response and they still owe me money for service they cancelled even though they had been paid.

I strongly suggest you oppose this merger. It is not in the best interests of customers.

Sincerely,



c: Mr. Hugh Panero
Mr. Michael J. Copps
Mr. Jonathan S. Adelstein
Ms. Deborah Taylor Tate
Mr. Robert M. McDowell
Mr. Nathaniel Brown
Chance Patterson

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